CONSOLIDATED INFORMATION TECHNOLOGY SERVICES
TASK ASSIGNMENT (TA)

1. **TITLE:** (E404) COMPUTING SYSTEM SUPPORT FOR THE ADVANCED AEROSPACE SYSTEMS BRANCH (AAB)

TA No:	RAD001-Rev9	
Task Area Monitor:	**Alternate Task Area Monitor:**	
NASA POC:	**Software Control Class:**	Low Control
Type of Task:	Non-Recurring Task	

2. BACKGROUND

The Advanced Aerospace Systems Branch (AASB) of the Systems Analysis and Concepts Directorate is responsible for theoretical, experimental, and overall systems studies directed toward advancing the state of the art for survivability of advanced military aircraft. The automated computer systems necessary to support this activity are unique to the program structure of the activity and located at several classified areas at the Langley Research Center. These computer systems require a qualified and dedicated person to provide the appropriate computer systems administration support and information system security

3. OBJECTIVE

See section 5

4. GENERAL IT SUPPORT SERVICES

General IT Support Services Performance Metrics

Performance Standard: See Below.

Performance Metrics:

Exceeds: Performance exceeds expectations of users - customer satisfaction rated excellent.

Meets: Meets expectation of users - customer satisfaction high.

Fails: Users indicate dissatisfaction.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

6. WORK-AREA SPECIFIC SERVICES

Work Area Title: Advanced Aerospace Systems Branch Systems administration support and information systems security.

LaRC Manager:

Work Area Description: Provide computer systems administration support and information systems security for the Advanced Aerospace Systems Branch (AASB). The Contractor shall provide computer system administration for the AASB classified computing systems, including SGI servers and workstations, Macintosh and PC systems. The Contractor shall also provide support for AASB's encrypted data systems and network link. The Contractor will assist the LaRC Program Security Office with implementation of information system security requirements. Administration and management of Branch systems, including design, construction, and maintenance of secure internal LANS, computer system administration, system security administration, programming support as needed, and bi-monthly reports to the Technical Monitor. The Contractor will provide support to define the future requirement for computational resources within the Branch. The Contractor will stay abreast of technology advancements and their impact on the computational administration and support requested herein. A Top Secret clearance is required for this task.

Work Area Requirements:

A. Systems and LAN Administrator Functions:

The system administrator has primary responsibility for the daily operational support for the designated computers of the organizations sponsoring the task. The elements of the task include:

- Installation, configuration, and checkout of new systems, hardware, and software.
- Design, construction and maintenance of internal LANS.
- Maintenance of user accounts.
- Maintenance and backup of file systems.
- Consultation with and instruction of users on system operation.
- Documentation of system operational procedures, problems, and workarounds.
- Troubleshooting of system software problems and installation of system patches.
- Initial diagnosis of hardware problems and assistance as required to hardware maintenance personnel.
- Scheduling and monitoring hardware repairs.
- Maintenance and operational troubleshooting of I/O devices such as printers, scanners and tape drives.
- In addition, the system administrator is expected to provide information needed to define ADP hardware and software requirements as requested by the technical monitor.

B. Information Systems Security Functions:

- Work closely with the LaRC Security Program Office to impliment NASA

information system security requirements and ensure compliance.

- Provide and ensure secure internal LANS.
- Configure encrypted data systems and maintain secure network link.
- Stay informed of advancements in information system security and attend training as needed.
- Stay informed of changes in security policy.
- Responsible for working with LaRC (Program Security Officer) to develop System Security Plans as needed.

C. Performance Mesurements:

1. The number of problems/deficiencies that are identified and their resolution. The overall performance level of the system. Effectiveness of operating procedures and timeliness of hardware or software installation. User feedback.
2. The allocation of software resources across the distributed systems. Feedback from users concerning use of software and timeliness of upgrades.
3. Feedback from users concerning the timeliness and effectiveness of solutions provided. Timeliness of training in response to system upgrades and new software releases.
4. Timeliness and effectiveness of installation of patches and updates. Amount of system outage resulting from downtime due to system problems, network problems, file recover, creation of accounts, security issues, hardware and software problem resolution and network support. Effectiveness of the interface with network support staff.
5. Attendance and participation in user working group activities. Communication of results of these activities, and dissemination of information to the user community.
6. Effectiveness of planning for system expansion and enhancement. The efficiency by which administrator remains current with changes in technology, and passes this information to management in support of projecting future needs.

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7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

There is a requirement to have an active Secret clearance based on a Single Scope Background Investigation (SSBI)

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None required.

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at meetings to be held bimonthly. The Advanced Aerospace Systems Branch Head and the Contract representative performing this work will be required to attend. Technical performance, timeliness, and cost will be discussed.

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/08 to 04/27/10

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 50% Timeliness: 50%

13. RESPONSE REQUIREMENTS

Within 7 days from receipt of this task assignment, submit to the Contracting Officer's Representative, an original and two copies of a Task Plan. This Task Plan shall address the contractor's lead personnel; specific work plans; and the associated estimated labor hours, cost, and schedule. The task plan shall include: a Software Project Management Plan (SPMP) if the task involves the development of software to be delivered; a Maintenance Plan for all software developed by or for LaRC that is to be maintained under this task; and an Operations Plan if the task involves the operation of equipment and software for the purpose of obtaining business, scientific, or engineering solutions. Include a signature block for concurrence by the Contract Manager and approval by the Contracting Officer's Representative.

14. GOVERNMENT ESTIMATED COST

15. FUNDING INFORMATION

Funding has not been entered for this TA.

16. MILESTONES

None required.

17. DELIVERABLES

Number	Deliverable Item	Deliverable Schedule

1	Item 1	The Contractor will submit a bimonthly progress report describing progress on each sub-element. The bimonthly report will address any problems that will impact completion of the tasks. These progress reports shall be classified as necessary
2	Item 2	A comprehensive plan for upgrading and improving the AASB classified computer systems will be provided by the end of the work order period. This plan will be maintained on an ongoing basis. Metrics for Deliverables: Exceeds: Bimonthly progress reports and a high quality comprehensive computer system plan delivered ahead of schedule. Meets: Bimonthly progress reports and the comprehensive computer system plan delivered on schedule. Fails: Bimonthly progress reports and the comprehensive computer system plan delivered late.

18. FILE ATTACHMENTS

None.